



# Building and supporting secure, open networks in the hyper-connected world

Empowering customers with better performance and simplified network design in a multi-vendor ecosystem

Managing an increasingly complex networking environment is a significant challenge. Dell suite of services are designed to address the evolving needs of modern enterprises.

## Consulting Services Customer Challenges

To advance in an evolving, hyper-digital world, you need the right technology, skills and culture to embrace change. Dell consultants help enterprises design secure networks to embrace automation, open design, zero-trust security principles, and multi-cloud connectivity

- Network Assessments & Design
- Business Resiliency & Security
- Edge computing & connectivity
- Network Migration
- SD-WAN (Software-Defined Wide Area network)

- 69%** worry they don't have the necessary skills for digital transformation<sup>1</sup>
- 72%** acknowledge that given the ever-evolving nature of work, their organization would be even more exposed to cyberattacks<sup>2</sup>
- 92%** need external help to cover IT security and risk requirements<sup>3</sup>

## Deployment Services Faster Installs, Less IT Effort

Accelerate technology adoption with ProDeploy Infrastructure Suite. Trust our experts to lead deployments through planning, configuration and complex integrations.

- Seamless integration
- Ansible automation
- Security hardening

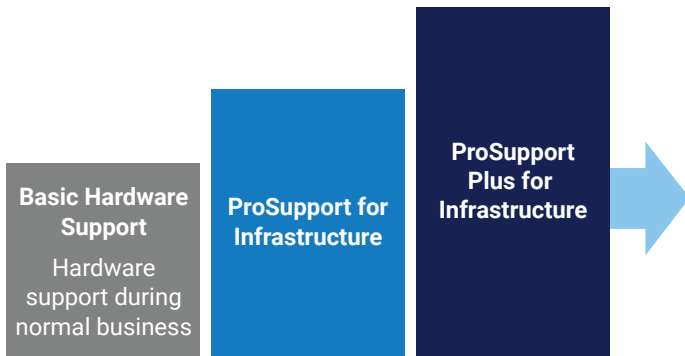
**ProDeploy**  
Hardware install with remote software configuration

**ProDeploy Plus**  
Onsite install and software configuration, multi-vendor integration, cutover, and security setup

- 3x** Faster planning and deployment vs. in-house admins<sup>4</sup>
- 67%** Less project planning vs. in-house admins<sup>4</sup>
- 58%** Fewer technical support calls within first 90 days<sup>5</sup> if system was deployed by Dell vs. self-installed systems

## Support Services

## Why upgrade to ProSupport Plus



- Priority access to senior support engineers
- Service Account Manager – your #1 advocate to help identify issues and resolve
- Proactive system maintenance (performed by Dell)
- Enhanced Mission Critical support
- Limited 3rd party software support

Increase productivity and reduce downtime with the ProSupport Infrastructure Suite. Expert support backed by proactive and predictive intelligence tools. ProSupport AIOps platforms include CloudIQ, TechDirect and MyService360.

## Supplemental Support Offers

### Hardware Assurance

- Keep Your Component: Retain old devices if replaced under warranty
- Onsite Diagnosis Service: Initial onsite trouble-shooting for dark sites or sites without technical staff

### Specialized Support Services

- Multi-Vendor Support: Your 3rd party devices supported as one contract: servers/storage/networking
- Designated Remote Support: Technical Account Manager to oversee all support cases and resolution

### End-of-Life Services

- Data Sanitization: Certified erasure or destruction of device
- Asset Recovery Services: Recycling and disposal

## Residency Services

Dell provides dedicated experts with unique skill sets to accelerate adoption of new technology, mentor your staff, drive transformation, or optimize the wider ecosystem for near-term requirements.

## Managed Services

Leave operational concerns to us so you can focus on your business. Dell Managed Services has the expertise and scale to meet your technology needs for enhanced and long-term business outcomes.

## Why Dell Services

- 60,000 highly trained technical professionals in 165 countries
- Dell provides immediate access to engineers by phone
- No call back delays like most vendors, ranging 1-2 hours delay
- Best-in-class processes based on 30+ years of experience
- 96% of customers are highly satisfied with the technical support they receive<sup>6</sup>
- Holistic ecosystem support for server, storage and networking
- Collaborative Assistance with 3rd party technology vendors



For more information about [Dell Networking Services](#), please contact your Dell Technologies representative or visit us online at [Dell.com/Networking](https://Dell.com/Networking)

<sup>1</sup>IDC, High Data Growth and Modern Applications Drive New Storage Requirements in Digitally Transformed Enterprises – July 2022. By: Eric Burgener, John Rydning

<sup>2</sup>Forrester Opportunity Snapshot: A Custom Study Commissioned by Dell Technologies, Sept 2022

<sup>3</sup>A Commissioned study conducted by Forrester Consulting on behalf of Dell Technologies, November 2022

<sup>4</sup>Based on a June 2023 Principled Technologies study "Using Dell ProDeploy Plus Infrastructure can improve deployment times for Dell technology"

<sup>5</sup>Based on a July 2022 internal analysis of support data from February 2022 through July 2022.

<sup>6</sup>Based on an internal analysis from Dell Technologies 2023